





Universal service standards and norms along the pillar for public toilet management

Table: Elaboration on performance measures and standards for each pillar of the public toilet management

Success Factor (supply & quantity implications)	Service level	Universal service standards and norms
Pillar 1: Physical Access 	# Toilet seat per 1000 population	1 toilet seat per 100 users, 1 urinal unit per 200-300 users ³
	Distance to walk (spatial dispersion of facilities)	Every 1 km*
	Time taken to walk	5 minutes
	Gender access (ownership of facilities, No. of seats for men vs. women)	50:50*
	Disabled access (disabled facilities, frequency of cleaning)	Mandatory, cleaning after use (40 secs)*
	Institutional (parks, buildings, markets)	
	Toilets open 24 hours	Based on location demand: Yes – transit areas, slums; No – commercial, residential
Pillar 2: Service Quality 	Cleaning frequency (sanitary ware, floors, fittings, wash basin, walls, doors, windows)	# of times daily/weekly/monthly (based on usage levels)
	Age of facility	18 years
	Design, construction, maintenance	Standardization across city ⁴ . Guidelines to adapted to location
	Continuous water supply	24 hours
	Electricity	24 hours
	Waste management	Mandatory septage/sewerage connection/ septic tank with septage collection facility
	Monitoring	Standard guidelines across city
Pillar 3: Engagement & Contract 	Contracts structuring process	Mandatory , standardization across providers
	Bid process	Mandatory. transparent, open bid process
	Provision for cross-subsidization	Recommended
	Contract period	Recommended, to be computed based on selected contract
	Tariff	Mandatory, standardization across city / unit / cluster
	Performance commitments	Mandatory
	Penalties for non-compliance	Mandatory
Packaging of contracts to achieve scale	Mandatory	
Pillar 4: Governance & Institutional 	Standards of provision	To be included in regulatory framework
	Funding	Annual budget commitment
	Functionaries	Clear roles and responsibilities for public toilet planning and asset management
	Asset information	Create and maintain database
	Monitoring and enforcement	Mandatory, commit resources
Awareness generation	Strategies targeted to user groups	

*based on MoUD norms (SBM and others) - minimum requirements

Tables: Typical planning and design norms for public toilet construction

Norms	PT Unit	For Male	For Female*	Area
CPHEEO	Water Closet	≤400 men: 1/100; >400 men: add 1/250 men or part thereof	≤200 women: 2/10 women; >200 women: add 1/100 women or part thereof	Sizing for toilet is constant - 1.2 x 1.5 m
	Urinals	1/50 men or part thereof	Nil	Basin opening 450mm/size 0.65x0.95m
	Shower	No specified norms	No specified norms	1.2 x 1.5 m
	Ablution Tap	1/water closet	1/water closet	-

* Norms assume 2/3 men and 1/3 female ratio

Source: Manual for Sewerage & Sewage Treatment, 2012, CPHEEO, MoUD

BIS	Water Closet	3/1000 men	4/1000 women	1.2m x 1.5m
	Urinals	4/1000 men	Nil	See above
	Shower	2/1000 men	2/1000 women	1.2 x 1.5 m
	Ablution Tap	1/water closet	1/water closet	-
	PH Toilet	1/toilet complex	1/toilet complex	1.5 m x 2.0 m

Source: National Building Code of India, BIS